

Anker SOLIX C1000 Gen 2 Troubleshooting & User Guide

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Basic Information

- **Model:** Anker SOLIX C1000 Gen 2
- **Battery Type:** LFP (LiFePO₄)
- **Capacity:** 1,024 Wh
- **AC Output Power:** 2,000 W (base) / up to 2,400 W with SurgePad
- **Operating Temperature:**
 - Discharging: -20°C - 40°C / -4°F - 104°F
 - Charging: 0°C - 40°C / 32°F - 104°F
- **Dimensions:** 384 × 208 × 244 mm / 15.12 × 8.19 × 9.61 in
- **Weight:** 11.3 kg / 24.9 lb

Frequently Asked Questions & Solutions

Capacity & Expansion

Q: Can C1000 Gen 2's capacity be expanded?

A: To enhance portability by reducing weight and size, C1000 Gen 2 does not include an expansion option. For users who require expandable capacity, C1000 is recommended.

Charging

Q: Why does charging take more than 49 minutes with UltraFast Charging enabled?

A: UltraFast Charging speed depends on battery temperature. It activates when the temperature is above 20°C (68°F). Charging at 0-20°C (32-68°F) significantly slows down the process.

Q: How do I enable UltraFast Charging?

A: Connect the AC charging cable to C1000 Gen 2's AC input port. Open the Anker App, go to the product homepage and enable **UltraFast Charging** under the Input section. Use only when necessary to prolong battery life.

Q: Why is UltraFast Charging not working?

A: It may stop working in the following cases:

1. **Time-of-Use (TOU)** Mode is enabled — they cannot run simultaneously.
2. The AC charging cable was unplugged or reconnected — this automatically disables UltraFast Charging.

Q: Can C1000 Gen2 be charged via the grid and solar panels at the same time?

A: Yes. Both solar and grid charging can work simultaneously; solar power is prioritized, and remaining capacity is supplied by AC charging.

Solar Input

Q: Why is solar input power lower than expected?

A: Ensure sufficient sunlight and proper solar panel orientation (facing the sun). If the issue persists, please contact your solar panel manufacturer.

Battery & Maintenance

Q: What battery does C1000 Gen2 use?

A: It uses an **LFP battery**, which retains over 80% capacity after 4,000 cycles, offering long-lasting and reliable performance.

Q: How should I store and maintain C1000 Gen2?

1. Turn off all outputs when not in use to prevent battery drain.
2. Store in a cool, dry environment.
3. Recharge to 100% every three months to maintain battery health.

Q: Will AC charging below 1200W affect battery life?

A: No. The battery management system optimizes charging and prolongs lifespan. Use **Super Fast Charging** only in emergencies.

Discharge Duration Calculation

Formula:

Discharge Time = Battery Capacity × Current Charge / Discharge Power × Discharge Efficiency

Where:

- **Battery Capacity:** in Wh
- **Current Charge:** remaining percentage (80% = 0.8)
- **Discharge Power:** in Watts
- **Discharge Efficiency:** about 0.9 – 0.95

Example:

If Battery Capacity = 1024 Wh, Charge = 80%, Discharge Power = 200 W, Efficiency = 0.9, then Discharge Time $\approx 1024 \times 0.8 \div 200 \times 0.9 \approx$ **3.7 hours**

Working Modes & Settings

Q: What are the working modes of C1000 Gen 2?

A: There are two modes — **Standard Mode** (for everyday plug-and-play use) and **Time-of-Use (TOU) Mode** (which optimizes charging and discharging based on electricity price fluctuations).

Q: How do I set TOU Mode?

Define different time periods for Peak, Mid-Peak, and Off-Peak:

- **Peak:** Uses battery power first, then switches to grid.
- **Mid-Peak:** Grid powers the load but does not charge the battery.
- **Off-Peak:** Grid powers the load and charges the battery simultaneously.

Q: Can Fast Charging Plan and Storm Guard be enabled simultaneously?

A: Yes. If schedules overlap, **Storm Guard** takes priority; when it ends, the system switches back to **Fast Charging Plan**.

Reset Options

Q: How can I reset C1000 Gen 2?

1. **Use the reset hole:** Press for one second with a paper pin.
2. **Factory reset via app:** Log in to the Anker App and tap *Factory Reset*.
3. **Reset Bluetooth or Wi-Fi:** When powered off, press and hold the main power button for 7 seconds.

UPS & Output Power

Q: Which AC output ports support UPS, and what is the switchover time?

A: All AC output ports support UPS. In case of a power outage, the system automatically switches to C1000 Gen 2 within **10 ms** to keep devices powered.

Q: Why is output power not displayed on the LCD screen?

A: Due to measurement accuracy limits, power below 15 W is not shown.

Waterproof Rating

Q: Is C1000 Gen 2 waterproof?

A: No. Please keep the device away from water and humid environments to avoid damage.

Compatibility

Q: Can C1000 Gen 2 be connected to Anker SOLIX BP1000 or third-party expansion batteries?

A: No. C1000 Gen 2 does not support connection to BP1000 or any third-party expansion battery.

SurgePad Feature

Q: What is SurgePad?

A: C1000 Gen2 has an AC output of 2,000 W. With **SurgePad**, it supports devices up to 2,400 W — ideal for heating appliances such as heaters and electric kettles. It is not recommended for motor-driven devices like refrigerators or air conditioners.

☒ First-Time Use

Q: Does C1000 Gen2 require activation before first use?

A: No. Simply press and hold the main power button for 3 seconds to turn on and start using.



Performance Tips

- Ensure ventilation during operation; avoid overheating or obstruction.
- Solar panels produce maximum power when perpendicular to sunlight.
- When input voltage is higher than output, the battery automatically supplements power.
- Fan noise may increase during Super Fast Charging, which is normal.